

# Our responsibilities

Historical information

Data applicable to the period  
1 April 2019 – 31 March 2020



## First available appointment date

This shows the percentage of first available appointment dates for the Openreach engineer slot offered within the agreed target of 12 working days.

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
<b>UK</b>	99.86%	99.53%	96.46%	96.11%	99.55%	99.58%	97.77%	96.08%	99.89%	99.88%	98.45%	97.78%	99.95%	99.43%	95.57%	95.81%
<b>North East</b>	99.92%	99.41%	94.45%	95.94%	99.70%	99.74%	98.44%	96.25%	99.93%	99.94%	98.76%	98.03%	99.99%	99.18%	92.11%	95.42%
<b>North Wales &amp; North Midlands</b>	99.85%	99.56%	94.63%	95.95%	99.67%	99.70%	94.98%	95.31%	99.89%	99.97%	96.07%	97.04%	99.89%	99.40%	94.12%	95.91%
<b>North West</b>	99.85%	99.02%	93.56%	94.28%	99.65%	99.27%	97.78%	95.93%	99.81%	99.66%	98.50%	98.09%	99.92%	98.77%	91.03%	93.01%
<b>Scotland</b>	99.90%	99.73%	99.84%	99.04%	99.54%	99.39%	99.40%	96.71%	99.95%	99.79%	99.70%	98.53%	99.99%	99.82%	100.00%	99.75%
<b>East Anglia</b>	99.79%	99.75%	95.39%	97.83%	99.53%	99.73%	97.73%	96.73%	99.73%	99.82%	98.51%	98.32%	99.89%	99.75%	94.04%	98.06%
<b>London</b>	99.77%	99.62%	98.79%	95.91%	99.12%	99.40%	98.99%	95.43%	99.85%	99.92%	99.60%	97.49%	99.99%	99.62%	98.49%	95.75%
<b>South East</b>	99.88%	99.46%	97.93%	95.30%	99.62%	99.61%	99.18%	96.23%	99.93%	99.97%	99.61%	97.89%	99.94%	99.29%	97.17%	94.59%
<b>South Wales &amp; South Midlands</b>	99.89%	99.57%	94.50%	95.27%	99.65%	99.64%	93.28%	94.57%	99.96%	99.81%	95.46%	96.08%	99.95%	99.49%	94.67%	95.34%
<b>Wessex</b>	99.90%	99.72%	99.55%	95.44%	99.58%	99.66%	99.69%	97.00%	99.93%	99.98%	99.91%	98.21%	100.00%	99.68%	99.42%	94.52%
<b>Northern Ireland</b>	99.80%	99.89%	99.90%	99.69%	99.10%	99.58%	99.55%	98.79%	100.00%	99.90%	100.00%	99.61%	100.00%	100.00%	100.00%	99.97%

# Installation on time

This shows the percentage of new services installed on the date agreed between Openreach and your phone or broadband provider

KPI 2a Percentage of installation completion on time																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
<b>UK</b>	94.50%	93.82%	93.51%	94.24%	94.58%	93.76%	93.79%	94.59%	94.99%	94.23%	93.74%	93.47%	94.19%	93.65%	93.25%	94.34%
<b>North East</b>	95.39%	94.72%	94.14%	95.02%	95.66%	94.96%	94.62%	95.60%	95.93%	94.97%	94.35%	94.38%	94.92%	94.46%	93.79%	94.99%
<b>North Wales &amp; North Midlands</b>	94.95%	94.09%	93.75%	94.40%	95.10%	93.79%	93.86%	94.68%	94.99%	94.00%	93.42%	93.12%	94.85%	94.29%	93.85%	94.73%
<b>North West</b>	94.49%	93.87%	93.59%	94.11%	95.01%	94.78%	94.45%	95.20%	95.54%	94.73%	94.21%	93.68%	93.62%	92.99%	92.86%	93.76%
<b>Scotland</b>	95.71%	95.48%	95.32%	95.79%	95.59%	95.14%	95.14%	95.35%	96.05%	95.63%	95.13%	94.48%	95.61%	95.61%	95.50%	96.40%
<b>East Anglia</b>	93.95%	92.98%	92.86%	93.66%	93.83%	92.87%	92.87%	93.66%	94.18%	93.03%	92.93%	92.01%	93.91%	93.01%	92.83%	94.14%
<b>London</b>	93.30%	92.93%	91.93%	93.19%	93.68%	93.17%	93.24%	94.12%	93.88%	93.64%	92.56%	92.98%	92.72%	92.40%	90.83%	92.74%
<b>South East</b>	93.98%	93.56%	93.06%	93.49%	94.12%	93.56%	93.66%	94.24%	94.44%	93.93%	93.48%	93.16%	93.67%	93.39%	92.55%	93.23%
<b>South Wales &amp; South Midlands</b>	94.44%	93.22%	93.25%	94.04%	94.23%	92.48%	93.15%	94.07%	95.10%	94.19%	93.84%	93.75%	94.22%	93.22%	93.06%	94.13%
<b>Wessex</b>	94.01%	93.12%	92.99%	94.01%	94.27%	92.96%	92.85%	94.18%	94.12%	93.36%	93.02%	92.92%	93.78%	93.11%	93.07%	94.26%
<b>Northern Ireland</b>	94.70%	94.36%	95.80%	95.33%	93.56%	93.93%	95.08%	94.93%	95.97%	95.21%	96.29%	94.93%	94.71%	94.19%	96.01%	95.67%

# Faults fixed on time

This shows the percentage of faults that were fixed within the agreed timescale

<b>KPI 3a</b>																
<b>Percentage of faults fixed within agreed time</b>																
<b>Service level 1</b>																
	<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>							
	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>				
<b>UK</b>	88.07%	84.81%	82.18%	83.16%	86.99%	84.08%	80.97%	81.78%	89.02%	85.99%	84.17%	85.49%				
<b>North East</b>	86.89%	84.06%	81.70%	84.69%	85.61%	82.72%	80.10%	83.27%	87.87%	85.80%	83.87%	86.55%				
<b>North Wales &amp; North Midlands</b>	89.23%	86.52%	80.93%	82.60%	87.82%	86.13%	80.16%	81.01%	90.47%	87.14%	82.13%	85.06%				
<b>North West</b>	85.79%	83.19%	84.50%	81.69%	84.57%	82.28%	83.93%	80.45%	86.66%	84.35%	85.22%	83.27%				
<b>Scotland</b>	90.29%	84.64%	84.00%	84.55%	89.37%	83.50%	83.04%	83.49%	91.21%	86.93%	85.80%	86.63%				
<b>East Anglia</b>	87.21%	83.53%	80.85%	85.71%	85.95%	82.81%	79.50%	84.62%	88.55%	85.03%	83.74%	88.07%				
<b>London</b>	87.91%	85.16%	83.21%	85.50%	87.75%	85.31%	82.87%	85.62%	88.02%	84.99%	83.65%	85.34%				
<b>South East</b>	87.21%	82.34%	83.32%	81.54%	86.27%	81.82%	82.32%	80.11%	88.00%	83.15%	84.93%	83.90%				
<b>South Wales &amp; South Midlands</b>	88.79%	86.85%	79.37%	82.62%	87.34%	85.91%	77.70%	80.95%	90.13%	88.39%	82.37%	85.61%				
<b>Wessex</b>	88.95%	85.95%	81.23%	81.47%	87.64%	85.09%	79.60%	79.53%	90.39%	87.75%	84.78%	85.79%				
<b>Northern Ireland</b>	92.03%	89.61%	90.51%	83.73%	90.60%	88.43%	89.40%	82.08%	93.17%	91.95%	92.99%	88.02%				
<b>KPI 3b</b>																
<b>Percentage of faults fixed within agreed time</b>																
<b>Service level 2</b>																
	<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>				<b>Fibre</b>			
	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>
<b>UK</b>	87.27%	85.16%	82.66%	83.37%	86.24%	82.68%	79.66%	79.70%	87.03%	86.25%	81.93%	82.07%	88.28%	86.08%	83.69%	84.50%
<b>North East</b>	89.13%	86.08%	82.36%	84.70%	87.87%	83.48%	78.43%	81.76%	88.61%	86.66%	79.82%	82.57%	90.14%	86.92%	83.70%	85.48%
<b>North Wales &amp; North Midlands</b>	88.41%	86.14%	82.88%	82.58%	87.12%	83.72%	79.69%	78.56%	87.39%	87.82%	82.44%	79.65%	89.82%	87.01%	84.07%	84.03%
<b>North West</b>	87.20%	83.79%	82.57%	81.32%	85.77%	79.83%	80.65%	78.23%	86.48%	84.40%	81.06%	80.33%	88.38%	85.15%	83.21%	82.16%
<b>Scotland</b>	89.61%	86.66%	86.78%	86.77%	88.30%	82.71%	81.68%	81.54%	91.35%	88.21%	85.26%	85.99%	90.86%	88.47%	88.65%	88.52%
<b>East Anglia</b>	85.43%	82.87%	81.52%	85.02%	84.03%	79.10%	77.42%	80.12%	84.15%	85.17%	80.30%	84.06%	87.14%	84.33%	83.03%	86.49%
<b>London</b>	85.98%	84.75%	80.57%	83.52%	86.71%	85.80%	82.39%	84.32%	85.49%	85.67%	82.87%	81.52%	85.44%	84.20%	79.79%	83.43%
<b>South East</b>	85.21%	83.92%	82.76%	82.02%	85.31%	81.97%	81.25%	79.27%	85.72%	84.33%	81.36%	81.05%	85.05%	84.62%	83.29%	82.79%
<b>South Wales &amp; South Midlands</b>	87.63%	85.93%	80.60%	83.44%	86.36%	84.03%	75.81%	80.10%	88.05%	87.53%	79.11%	82.03%	88.73%	86.51%	82.39%	84.49%
<b>Wessex</b>	87.03%	85.86%	83.18%	82.29%	85.79%	83.56%	79.06%	76.62%	86.68%	86.34%	83.86%	82.82%	88.56%	86.90%	84.66%	84.17%
<b>Northern Ireland</b>	88.81%	88.38%	89.18%	83.86%	85.96%	83.79%	85.05%	78.23%	88.46%	88.65%	92.06%	84.13%	92.09%	91.41%	91.06%	86.91%

# Installation

This shows the average number of (working) days between your phone or broadband provider placing an order for you and the first available Openreach engineer slot. The agreed target is 12 working days.

## KPI 4

### Average first available appointment date

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
<b>UK</b>	5.90	7.60	8.18	8.95	5.67	7.20	7.84	9.58	4.84	6.06	6.65	7.44	6.25	8.11	8.67	9.04

# Installation

This chart shows the average number of (working) days between your phone or broadband provider placing an order for you and service being installed by Openreach with or without an engineer needing to visit your premises.

Average installation time with an engineer (working days)																
KPI 7																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
UK	9.73	11.17	11.34	12.01	12.12	13.35	13.51	14.10	9.99	12.03	12.45	13.41	9.12	10.47	10.57	11.36
KPI 8																
Average installation time without an engineer (working days)																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
UK	9.70	9.93	10.00	10.38	9.76	10.10	10.14	10.34	9.22	9.45	9.56	9.93	10.12	10.18	10.26	10.77

## Time to fix faults

This chart shows the average time between your phone or broadband provider reporting a fault to Openreach and the fault being cleared.

<b>KPI 12a</b>		<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>							
<b>Average time to fix faults (working hours)</b>		<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>				
<b>Service level 1</b>		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
<b>UK</b>		28.41	31.04	33.21	33.12	28.67	31.04	33.75	34.04	28.17	31.04	32.31	31.57				
<b>KPI 12b</b>		<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>				<b>Fibre</b>			
<b>Average time to fix faults (working hours)</b>		<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>
<b>Service level 2</b>																	
<b>UK</b>		18.99	19.30	20.96	21.18	21.44	23.08	24.85	26.28	21.04	23.28	25.64	24.25	16.37	17.22	19.28	19.54

# Missed appointments

This chart shows the percentage of visit appointments we missed.

KPI 17																
Percentage of missed repair appointments																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr
	2019	2019	2019	2020	2019	2019	2019	2020	2019	2019	2019	2020	2019	2019	2019	2020
KPI 18																
Percentage of missed installation appointments at end user premises																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr
	2019	2019	2019	2020	2019	2019	2019	2020	2019	2019	2019	2020	2019	2019	2019	2020
UK	1.28%	1.27%	1.86%	2.27%	1.15%	1.27%	1.89%	2.23%	1.21%	1.09%	1.54%	2.00%	2.12%	1.97%	3.01%	3.41%
KPI 19																
Percentage of street cabinet installation visits missed																
	Combined				Wholesale Voice Line											
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Apr								
	2019	2019	2019	2020	2019	2019	2019	2020								
UK	1.33%	1.43%	2.10%	2.17%	1.33%	1.43%	2.10%	2.17%								

# Lines delayed

This chart shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

<b>KPI 20</b>																
<b>Tail measure of new lines installed</b>																
<b>KPI20a</b>																
<b>30 calendar days</b>																
	<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>				<b>Fibre</b>			
	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>
<b>UK</b>	1718.8	1878.4	1917.0	1626.4	673.6	790.8	828.8	570.4	354.6	414.0	443.0	426.9	690.6	673.6	645.2	629.1
<b>North East</b>	176.0	210.5	191.6	160.8	56.8	86.5	78.7	52.1	39.1	52.9	45.3	43.3	80.2	71.1	67.6	65.4
<b>North Wales &amp; North Midlands</b>	170.1	183.5	202.7	187.6	67.4	80.2	92.6	68.5	40.0	48.6	51.7	51.1	62.8	54.7	58.4	68.0
<b>North West</b>	194.9	220.4	213.4	174.0	52.9	77.6	77.3	45.2	46.1	48.6	52.3	52.7	95.9	94.3	83.8	76.0
<b>Scotland</b>	156.9	150.6	136.7	121.5	71.4	71.8	67.3	48.5	23.7	27.0	28.4	31.8	61.8	51.9	41.0	41.1
<b>East Anglia</b>	229.6	233.4	280.4	185.8	90.5	94.5	130.6	73.7	42.0	46.9	60.1	40.6	97.1	92.0	89.7	71.5
<b>London</b>	143.6	166.7	164.0	137.9	54.1	77.8	70.2	48.6	32.0	38.7	41.3	37.4	57.5	50.1	52.5	51.9
<b>South East</b>	196.5	214.7	234.6	204.2	79.7	85.0	93.2	70.7	43.3	52.5	57.7	57.8	73.5	77.2	83.7	75.6
<b>South Wales &amp; South Midlands</b>	154.0	176.6	202.6	180.8	66.9	78.1	91.7	60.9	33.8	30.4	41.7	45.8	53.3	68.1	69.3	74.2
<b>Wessex</b>	239.6	275.9	254.9	247.0	100.0	120.4	110.2	93.7	47.3	59.0	58.2	58.8	92.3	96.5	86.5	94.5
<b>Northern Ireland</b>	38.0	42.4	35.0	25.9	14.4	15.3	16.0	7.4	7.3	9.3	6.3	7.5	16.3	17.7	12.7	11.0
<b>KPI 20b</b>																
<b>90 calendar days</b>																
	<b>Combined</b>				<b>Wholesale Voice Line</b>				<b>Fully Unbundled Line</b>				<b>Fibre</b>			
	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>	<b>Apr-Jun 2019</b>	<b>Jul-Sep 2019</b>	<b>Oct-Dec 2019</b>	<b>Jan-Apr 2020</b>
<b>UK</b>	240.6	251.4	268.9	269.5	121.9	140.3	157.3	139.9	43.7	55.2	43.9	59.8	75.0	56.0	67.7	69.7
<b>North East</b>	16.7	29.6	21.7	25.6	7.6	17.0	13.7	14.6	2.7	8.5	3.7	4.7	6.4	4.0	4.3	6.3
<b>North Wales &amp; North Midlands</b>	26.4	24.0	28.0	24.2	15.7	11.0	17.7	13.9	4.0	8.0	4.7	5.0	6.7	5.0	5.6	5.3
<b>North West</b>	29.7	24.6	27.0	24.1	12.0	13.6	12.7	8.8	6.7	4.7	4.6	6.0	11.0	6.3	9.6	9.3
<b>Scotland</b>	27.0	25.9	22.7	25.6	12.7	15.0	15.0	12.3	3.7	5.9	2.0	6.9	10.7	5.0	5.7	6.4
<b>East Anglia</b>	33.1	32.5	46.3	36.0	15.3	17.4	27.0	17.3	5.7	7.1	6.3	9.4	12.1	8.0	13.0	9.3
<b>London</b>	14.0	23.4	20.0	21.0	5.6	14.4	14.6	13.4	3.7	3.6	2.3	3.3	4.7	5.3	3.0	4.3
<b>South East</b>	27.9	26.6	32.3	32.7	13.7	10.6	15.6	19.1	5.9	8.0	7.7	5.3	8.3	8.0	9.0	8.3
<b>South Wales &amp; South Midlands</b>	20.6	18.0	34.0	28.2	11.6	12.0	18.0	12.6	4.0	1.7	6.0	8.2	5.0	4.3	10.0	7.4
<b>Wessex</b>	40.6	42.5	36.0	46.9	23.6	26.1	22.6	25.5	7.0	7.0	6.3	8.3	10.0	9.3	7.0	13.1
<b>Northern Ireland</b>	1.3	3.7	0.7	4.7	0.7	2.3	0.0	2.0	0.3	0.7	0.3	2.7	0.3	0.7	0.3	0.0

## Lines delayed

This chart shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days after the date agreed between Openreach and your phone or broadband provider.

KPI 20c																
120 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
<b>UK</b>	120.6	133.5	138.2	147.5	62.2	81.8	86.6	84.7	21.4	29.7	20.3	24.8	37.0	22.0	31.3	38.0
<b>North East</b>	6.6	14.7	13.3	15.3	3.6	11.0	8.7	9.0	0.3	2.0	2.0	3.3	2.7	1.7	2.6	3.0
<b>North Wales &amp; North Midlands</b>	12.3	10.7	14.7	11.3	7.7	4.7	11.7	7.0	1.7	3.3	1.3	1.6	3.0	2.7	1.7	2.6
<b>North West</b>	13.7	13.0	13.6	13.7	7.4	8.6	7.3	6.4	3.4	3.3	1.6	2.3	3.0	1.0	4.6	5.0
<b>Scotland</b>	14.3	16.6	11.7	12.3	5.7	9.3	8.0	6.3	2.4	4.9	1.3	2.4	6.3	2.3	2.3	3.6
<b>East Anglia</b>	18.7	22.8	23.6	19.6	8.0	12.4	14.7	9.4	3.0	5.4	3.0	4.3	7.7	5.0	6.0	6.0
<b>London</b>	8.6	10.4	13.0	13.3	4.0	7.7	9.6	8.7	2.0	1.0	1.7	1.6	2.7	1.7	1.7	3.0
<b>South East</b>	11.6	14.3	17.4	19.1	4.7	5.6	9.0	11.5	2.0	4.7	3.3	3.7	5.0	4.0	5.0	4.0
<b>South Wales &amp; South Midlands</b>	8.7	8.0	12.9	13.3	5.3	7.0	7.0	7.7	1.3	0.7	2.0	2.6	2.0	0.3	4.0	3.0
<b>Wessex</b>	23.6	22.1	18.0	28.8	13.9	14.7	10.6	18.1	5.0	4.0	4.0	3.0	4.6	3.3	3.3	7.7
<b>Northern Ireland</b>	0.7	0.7	0.0	0.6	0.3	0.3	0.0	0.6	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0

# Repairs delayed

This chart shows the number of faults delayed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 21																
Tail measure of faults fixed																
KPI 21a																
30 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
UK	136.3	108.9	143.8	289.9	58.7	47.2	66.1	150.1	25.9	25.2	29.4	40.4	51.7	36.5	48.3	99.4
North East	19.9	24.2	33.3	45.0	7.0	11.6	15.3	21.5	2.7	6.9	8.6	8.7	10.3	5.6	9.3	14.8
North Wales & North Midlands	12.9	2.3	11.3	30.4	3.6	0.3	4.7	14.9	3.7	0.3	2.7	5.4	5.6	1.7	4.0	10.1
North West	19.9	38.5	45.0	36.6	8.6	17.1	19.3	16.4	3.3	8.9	9.7	4.1	8.0	12.6	16.0	16.1
Scotland	6.3	5.3	5.7	13.2	2.3	4.3	3.0	9.6	1.6	1.0	0.3	1.0	2.4	0.0	2.3	2.6
East Anglia	8.3	6.9	9.4	19.9	4.0	1.6	4.0	10.9	1.0	1.7	3.7	3.0	3.3	3.6	1.7	6.0
London	9.6	2.3	4.4	3.0	2.7	0.3	3.0	0.7	2.3	0.3	0.0	0.0	4.7	1.7	1.3	2.3
South East	20.0	18.4	12.3	73.2	10.6	8.0	5.3	34.6	6.0	3.3	1.3	9.7	3.3	7.0	5.7	28.9
South Wales & South Midlands	7.9	3.3	13.7	18.9	4.3	2.3	7.4	9.8	1.0	0.7	2.3	3.7	2.6	0.3	4.0	5.4
Wessex	9.6	6.3	8.1	43.5	4.3	1.3	3.4	29.1	1.0	2.0	0.7	4.7	4.3	3.0	4.0	9.7
Northern Ireland	21.5	0.7	0.0	5.1	10.9	0.0	0.0	2.4	3.3	0.0	0.0	0.0	7.3	0.7	0.0	2.7
KPI 21b																
90 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
UK	11.9	0.0	1.0	0.7	3.3	0.0	0.7	0.3	1.6	0.0	0.0	0.0	6.9	0.0	0.3	0.3
North East	1.0	0.0	0.3	0.3	0.3	0.0	0.3	0.3	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0
North Wales & North Midlands	1.6	0.0	0.0	0.0	0.3	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
North West	1.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0
Scotland	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0
East Anglia	1.6	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0
London	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0
South East	1.3	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
South Wales & South Midlands	0.7	0.0	0.3	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.3	0.3
Wessex	0.7	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
Northern Ireland	2.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0

# Repairs delayed

This chart shows the number of faults delayed more than 30, 90 or 120 (calendar) days beyond the target date

KPI 21c																
120 calendar days																
	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
<b>UK</b>	4.3	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.7	0.0	0.0	0.0	3.6	0.0	0.0	0.0
<b>North East</b>	0.3	0.0	0.0	0.3	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
<b>North Wales &amp; North Midlands</b>	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>North West</b>	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
<b>Scotland</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>East Anglia</b>	1.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.0	0.0	0.0
<b>London</b>	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.0	0.0	0.0
<b>South East</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>South Wales &amp; South Midlands</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Wessex</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Northern Ireland</b>	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0

# Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

## KPI 22

Number of delayed provision orders not completed

### KPI 22a

30 calendar days

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
	UK	2804.7	3045.4	3035.1	3208.5	1409.7	1483.5	1429.5	1423.3	586.6	653.4	722.8	826.8	808.5	908.5	882.9
North East	301.8	304.4	313.1	321.4	148.8	131.1	136.2	152.3	65.6	78.1	86.5	80.2	87.4	95.3	90.4	88.9
North Wales & North Midlands	263.5	302.5	318.0	351.3	139.0	158.6	164.2	166.5	55.6	73.3	74.0	77.2	69.0	70.7	79.7	107.7
North West	317.3	335.0	286.5	311.0	129.9	134.0	104.4	102.3	74.3	72.4	72.8	93.4	113.1	128.6	109.4	115.3
Scotland	265.2	284.8	242.8	278.5	143.5	149.8	118.0	131.7	44.0	49.6	55.8	76.6	77.6	85.4	69.1	70.3
East Anglia	363.2	397.5	439.5	417.7	181.3	204.9	216.5	201.0	77.0	70.6	92.0	81.7	105.0	121.9	131.0	135.0
London	290.5	276.1	274.3	317.1	144.8	141.2	136.9	121.7	65.9	64.6	71.7	121.9	79.7	70.3	65.7	73.5
South East	296.5	334.6	332.1	369.6	140.9	147.8	145.1	146.4	67.6	81.6	87.3	103.4	88.0	105.2	99.7	119.8
South Wales & South Midlands	229.2	299.5	305.4	300.9	116.3	137.3	134.0	134.8	47.9	62.6	82.3	75.9	65.0	99.6	89.1	90.2
Wessex	433.8	470.3	476.3	499.7	238.8	255.8	251.9	243.4	82.0	94.3	87.4	110.1	113.0	120.2	137.0	146.2
Northern Ireland	34.6	32.3	36.0	34.5	17.3	14.7	11.3	16.7	6.7	6.3	13.0	6.3	10.6	11.3	11.7	11.5

### KPI 22b

90 calendar days

	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
	UK	598.9	664.1	691.1	915.6	348.9	387.2	388.9	475.4	125.0	137.8	136.8	222.5	125.0	139.1	165.4
North East	59.7	78.1	62.8	109.0	39.0	42.4	35.0	57.3	10.0	20.4	11.4	28.7	10.7	15.3	16.4	23.0
North Wales & North Midlands	45.7	66.6	71.7	102.5	26.7	41.9	41.7	54.7	8.6	14.4	18.3	22.9	10.3	10.3	11.7	25.0
North West	75.2	78.3	69.4	65.1	45.0	41.0	35.0	23.4	18.3	14.0	12.7	20.0	12.0	23.3	21.7	21.7
Scotland	64.0	69.7	60.7	84.3	37.0	43.7	33.7	39.0	9.7	12.4	9.3	23.4	17.3	13.6	17.7	21.9
East Anglia	93.0	80.3	98.8	126.5	46.7	49.0	54.4	71.9	23.7	13.3	19.4	23.0	22.6	18.0	25.0	31.6
London	67.5	58.7	71.3	86.9	42.6	35.0	48.0	48.6	12.6	12.4	11.7	24.3	12.3	11.4	11.7	14.0
South East	54.7	64.3	64.6	78.9	31.0	33.0	32.3	38.5	12.0	15.0	15.0	22.0	11.7	16.3	17.3	18.4
South Wales & South Midlands	39.3	44.9	64.4	87.5	20.0	26.3	26.7	37.2	9.7	10.3	19.0	28.1	9.7	8.3	18.7	22.3
Wessex	97.0	120.2	124.1	169.5	59.3	72.9	80.0	100.9	19.4	25.6	20.0	30.1	18.4	21.6	24.1	38.5
Northern Ireland	1.7	2.3	1.3	3.7	0.7	1.3	0.0	2.3	1.0	0.0	0.0	0.0	0.0	1.0	1.3	1.3

# Orders delayed

This shows the number of new landline or broadband services delayed more than 30, 90 and 120 (calendar) days

KPI 22c 120 calendar days	Combined				Wholesale Voice Line				Fully Unbundled Line				Fibre			
	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Apr 2020
	<b>UK</b>	316.4	376.3	390.6	528.8	183.8	240.5	228.0	294.6	72.9	67.3	77.0	111.1	59.6	68.6	85.6
<b>North East</b>	33.6	45.7	38.3	67.6	23.3	28.7	22.0	36.1	5.3	8.7	6.7	14.8	5.0	8.3	9.7	16.6
<b>North Wales &amp; North Midlands</b>	22.6	34.9	39.0	59.6	14.6	23.6	26.0	33.1	4.0	6.4	7.0	14.7	4.0	5.0	6.0	11.8
<b>North West</b>	45.0	44.6	45.7	33.4	28.3	26.0	23.0	13.3	12.0	7.3	9.0	9.7	4.7	11.3	13.7	10.3
<b>Scotland</b>	34.6	40.3	37.6	50.0	19.9	27.3	21.3	24.7	6.0	6.0	5.3	11.0	8.7	7.0	11.0	14.3
<b>East Anglia</b>	48.9	47.0	51.0	80.1	21.7	31.4	30.0	45.0	14.9	6.3	9.7	16.0	12.3	9.3	11.3	19.1
<b>London</b>	36.6	34.7	38.6	45.2	23.0	21.3	28.7	32.8	7.6	7.7	6.0	5.4	6.0	5.7	4.0	7.0
<b>South East</b>	25.3	34.9	31.7	39.8	15.3	20.6	15.7	20.1	5.3	6.0	7.6	11.4	4.7	8.3	8.3	8.4
<b>South Wales &amp; South Midlands</b>	17.4	22.6	34.3	47.8	7.3	15.3	14.0	21.3	4.7	4.3	11.3	14.4	5.3	3.0	9.0	12.0
<b>Wessex</b>	51.7	71.2	72.3	102.5	30.4	45.9	46.4	66.2	12.3	14.6	14.3	13.7	9.0	10.6	11.7	22.6
<b>Northern Ireland</b>	0.7	0.0	1.0	2.0	0.0	0.0	0.0	1.0	0.7	0.0	0.0	0.0	0.0	0.0	1.0	1.0





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